

City of Torrance Community Services Department • RECREATION DIVISION

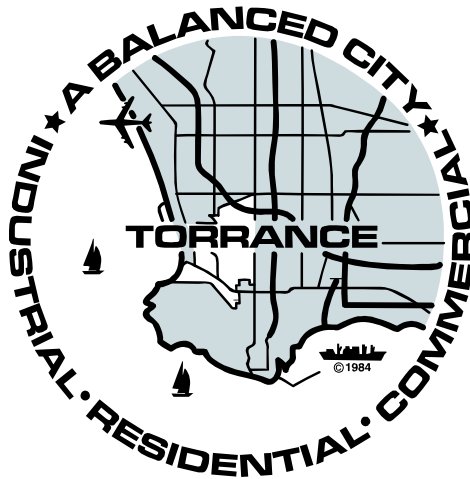
(310) 618-2930 • www.Recreation.TorranceCA.Gov

“Creating and Enriching Community through People, Parks and Partnerships”

2013-2014

After School Club

Parent/Guardian and Participant Handbook



2013-2014 After School Club Parent/Guardian and Participant Handbook

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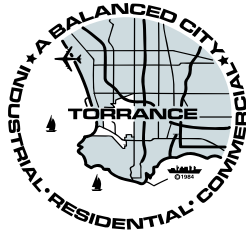
Welcome to the City of Torrance Community Services Department After School Club Program! The purpose of this handbook is to familiarize you with the policies and procedures that govern the After School Club Program. It is our hope that the information listed within this handbook will make your experience more enjoyable. In an effort to continue offering the quality of programming within each of the After School Clubs, regulations must be strictly enforced. In the event that procedures are updated during the school year, you will be notified.

We welcome your comments and suggestions. Please feel free to contact us at any time.

We look forward to a successful school year!

Kenny Kelso, Senior Recreation Supervisor	(310) 618-2935	KKelso@TorranceCA.Gov
Allison Saufua, Recreation Supervisor	(310) 618-2983	ASaufua@TorranceCA.Gov
Vic Arevalo, Recreation Specialist II	(310) 618-2994	ASCSpecII@TorranceCA.Gov

Department Vision, Mission, Values and Program Goals



City of Torrance COMMUNITY SERVICES DEPARTMENT

VISION

Creating and Enriching Community through People,
Programs and Partnerships

MISSION

The Community Services Department is committed to providing quality services, activities, programs and facilities for all those who live, learn, work and play in the City of Torrance.

VALUES

The Community Services Department will:

- Deliver services with integrity and honesty respecting our users
- Foster lifelong learning and personal development
- Cultivate joy, delight and wonder
- Embrace diversity and offer equal access to services and programs

AFTER SCHOOL CLUB PROGRAM GOALS

- To provide participants with a safe and nurturing environment for individual needs
- To provide opportunities for self-discovery, socialization, team building and positive interactions
- To introduce youth to a variety of leisure activities

After School Club General Information

After School Club Locations

Elementary	Phone Number*	Pager Number	Address
Arnold	(310) 375-9146	(310) 225-0408	4100 W. 227 th Street, 90505
Carr	(310) 972-6500 x 2615	(310) 225-0148	3404 W. 168 th Street, 90504
Edison	(310) 527-2152	(310) 225-0259	3800 182 nd Street, 90504
Greenwood/Fern	(310) 328-8254	(310) 225-0628	1520 Greenwood Avenue, 90503
Torrance	(310) 320-2562	(310) 225-1646	2125 Lincoln Avenue, 90501
Victor	(310) 371-5006	(310) 225-2286	4800 Spencer Street, 90503
Walteria	(310) 891-1748	(310) 225-2346	24456 Madison Street, 90505
Yukon	(310) 354-0043	(310) 225-2373	17815 Yukon Avenue, 90503

Middle	Phone Number*	Pager Number	Address
Bert Lynn	(310) 793-2967	(310) 225-0122	5038 Halison Street, 90503
Casimir	(310) 225-6724	(310) 225-0163	17220 Casimir Avenue, 90504
Hull	(310) 326-7395	(310) 225-0640	2080 W. 231 st Street, 90505
Jefferson	TBD	TBD	21717 Talisman Street, 90503
Madrona	(310) 533-4562 x 8778	(310) 225-0797	21364 Madrona Avenue, 90503
Magruder	(310) 214-1799	(310) 225-1471	4100 W. 185 th Street, 90504
Richardson	(310) 972-6500 x 8901	(310) 225-1508	23751 Nancy Lee Lane, 90505

*The phone number to the site may change throughout the school year. If this occurs, you will be notified.

City Hall Phone Numbers

Community Services Department (to report an absence)	(310) 618-2930
Registration Office	(310) 618-2720
Kenny Kelso, Senior Recreation Supervisor	(310) 618-2935
Allison Saufua, Recreation Supervisor	(310) 618-2983
Vic Arevalo, Recreation Specialist II	(310) 618-2994

Meeting Locations

The After School Club meets either in the cafeteria or a classroom on the school campus. (Participants at Fern Elementary will meet at Greenwood Park.) In the event the school requires use of our meeting location, the After School Club will be relocated to another location on campus for the day. A sign will be posted on the door to let parents/guardians know where the After School Club has been relocated. If you are unable to reach the staff by telephone, you can page them on the After School Club pager. If possible, you will be notified of the location change in advance; however, the school does not always provide this information in advance.

After School Club Hours

The program begins immediately after school until 6:00 p.m. The program is not in session on school holidays. The program is available on minimum days and during parent conferences. The After School Club follows the Torrance Unified School District's Student Free Day and holiday calendar. The program is closed when the schools are not in session. Prices reflect resident/non-resident fees.

Waiting List

Waiting lists are established once a program has filled. Once you are called from the waiting list, you will be given three working days to register. If you do not register within the three working days, you will be removed from the waiting list and the next participant on the waiting list will be called. All payments must be received by 5 p.m. the Wednesday before the program begins. Please keep your phone number(s) current with the Registration Office.

Notification of Special Needs

Please notify staff if your child has any special needs, allergies, etc. and provide complete information on the Participant Emergency Form. If a child has a severe allergy and/or requires medication while at the program, a Severe Allergy Form and/or Medication Policy will be required. The Specialist will review the Participant Emergency Forms, Severe Allergy Forms and Medication Policies of all participants prior to the start of each session. (Please refer to page 11 for additional information regarding this topic.)

Children with special needs may be admitted after the Supervisor discusses with the parent/guardian the child's strengths and limitations prior to the registration process. The parent/guardian and staff will evaluate the appropriateness of the program for the child and identify reasonable accommodations.

Mandated Reporting

City of Torrance Community Services Department employees are mandated to report any suspected cases of child abuse or neglect directly to the appropriate authorities for investigation.

What Not to Bring to After School Club

The City of Torrance Community Services Department is not responsible for lost, stolen or damaged items of the participants. We do not allow cell phones, music players, laptop computers, headphones, pagers, video games, personal and/or electronic toys, bicycles, rollerblades, skateboards or scooters; snacks that require cooking; games such as Yu-Gi-Oh, Pokemon or Bakugon. The only exception will be on Electronics Day, which will be scheduled in advance. Staff will provide a list of appropriate items children can bring.

Cell Phones

Cell phone use by participants is prohibited. Staff will immediately confiscate any cell phone in a participant's possession and return it to them at the end of the day. This policy is designed to help all participants remain engaged and have a better and more meaningful experience while at the After School Club. Parents/Guardians are advised to call the site if there is an emergency. Please assist us in this area by refraining from calling your child's cell phone during program hours.

Lost and Found and Damaged Items

Lost and found items will be kept at each site. Lost items will be held for two weeks. The City of Torrance Community Services Department and/or its employees are not responsible for lost, stolen or damaged items. We strongly encourage participants to have their name written on their property.

Participant Emergency Forms

These forms are required for each participant and are kept at each After School Club site. Please keep this information current, as they contain emergency contact information and an authorized list of adults allowed to pick up your child. You are encouraged to list anyone who might pick up your child, especially in case of an emergency. Only adults 18 years of age and older who are listed will be allowed to sign out participants.

Refund Policy

- Requests for refunds must be made in writing. A letter requesting a refund must be sent to:
City of Torrance Community Services Department, Attn: Kenny Kelso
3031 Torrance Boulevard, Torrance, CA 90503
Fax: (310) 781-7598 Email: KKelso@TorranceCA.Gov
- An administrative fee of 20% not to exceed \$25.00 will be deducted from all refunds. Please allow 4 to 6 weeks for refunds. Refunds will be prorated based on the day written notification is received.

Program Structure

Each After School Club site will have a unique program and may vary each day. Below is a general schedule:

- Homework Time: The first 30 to 45 minutes of each day.
- Snack Time: Immediately following homework time.
- Activities: 4:00-5:30 p.m.* (*before sunset) Field trips, indoor and outdoor games, indoor crafts, self-esteem building games and community service projects.
- Indoor Activities: 5:30-6:00 p.m. indoor games and activities.

Activities

- Each month parents/guardians will receive a Monthly Newsletter with the planned activities scheduled at the After School Club. Newsletters are also available on our web page www.TorranceCA.Gov/AfterSchool
- Activities will be scheduled around a various themes throughout the school year. Participants have the opportunity to provide their input and assist staff with planning activities that reflect the theme.
- Scheduled activities are subject to change when necessary.

Homework

- The first 30 to 45 minutes is homework time. Participants are required to work on their homework unless their parent/guardian does not want them to do their homework at the Club. If they don't have any homework, or if they complete their homework before the end of homework time, they will be allowed to quietly read a book or work on their creative writing skills.
- Staff will assist participants; however, because of the staff to participant ratio of one staff to ten participants for elementary and one staff to thirteen participants for middle school, they will not receive one on one tutoring.
- Staff can assist with homework but cannot guarantee that all homework will be completed. Staff are not responsible for checking the accurate completion of homework.
- When homework time ends, staff will direct their attention to other activities scheduled that day. Participants may continue to work on their homework after homework time, provided they do so in the same area where activities are being held. Staff will not assist participants with their homework after homework time.
- Participants must bring all their own supplies (i.e. pencils, erasers, paper and books).

Snacks

A light snack will be provided. Parents/Guardians may pack additional snacks for their child to eat during snack time.

- No peanuts or nuts will be served; however, small traces of peanut or peanut oils may be in the snack items.
- Please notify staff of special dietary restrictions and food allergies. If your child has a severe food allergy, a Severe Allergy Form will be required.
- **Participants with special diets are encouraged to pack their own snacks.**

Staff

The majority of our staff members are college students or graduates from local colleges and universities. Most are majoring in a field related to youth and all have had previous experience working with children. Each site has a Specialist and enough program leaders to maintain a ratio of one staff to ten participants (elementary) and one staff to thirteen participants (middle school).

Movies

- Movies may be shown once per month. Most movies are G rated. Some prescreened PG movies may be shown. If a PG movie will be shown, the name of the movie will be posted one week in advance.
- Participants are not required to watch the movie. Participants will be allowed to do an alternative activity during the movie.

Video Games

- Special video game days may be scheduled. The video games are rated E. Participation in video game day is an optional privilege. Alternate activities will be scheduled on video game day for individuals not participating.

Field Trips

- Parents/Guardians will be notified in advance of all field trips. Field trips to local destinations will be listed on your monthly calendar. These routine field trips generally are within walking distance from the school site. Past trips have included walking to the Library, the Madrona Marsh and fast food eateries. Students will need to bring money for their purchases. In most cases, the trip will take no more than one hour.
- Special field trips may be scheduled through out the year. They are often scheduled on days when students are dismissed early from school. There may be a nominal fee associated with these trips to cover the cost of food, transportation and activities. You will be informed of any costs in advance. Special permission slips and fees must be turned in prior to the trip.
- Parents/Guardians will have the option of not allowing their child to attend any field trip. A staff member will remain at the site to provide activities for participants not attending the field trip. Staff must be notified at least one day prior to the field trip if the participant will not be attending a field trip.
- Field trips are a privilege. Participants on disciplinary probation may not be allowed to participate.

Policies and Procedures

Participant Check In

- Elementary school students must report to the program immediately after school. Middle school students will have 10 minutes to get books from their locker before checking in.

Participant Check Out

- Participants in middle school will be allowed to sign themselves out provided they have written permission from a parent or guardian. Forms are available at the site. Phone calls will not be accepted. Once daylight savings time ends, participants will not be allowed to walk home after 4:30 p.m. Otherwise, they will need to be signed out by an authorized adult 18 years of age or older who is listed on the emergency form.
- Participants in elementary school must be signed out by an authorized adult 18 years of age or older.
- Parents/Guardians should list everybody that might pick up their child. No phone calls will be accepted.
- Once a participant is signed out of the program, the participant will not be allowed to return on that day.
- If a participant is signed out during school hours, the participant must be signed back in to school to be eligible to attend the After School Club that day.
- Parent/Guardians must sign out the participant immediately upon arrival to the site.
- Parents/Guardians will not be allowed to visit or stay with their child at the After School Club while the program is in session.
- Once a participant enters the After School Club site, they are considered to be part of the program that day. They will not be allowed to leave without being properly checked out.
- If a participant leaves the school on their own without being signed out, they will be expelled from the program.
- **If a participant has not been picked up by 6:30 p.m., the Torrance Police Department will be notified.**

Extracurricular Activities

- Participants will be allowed to attend extracurricular activities that are held on campus with prior parental written permission. Permission slips are available at the After School Club. Participants will be allowed to go to the activity after they have been checked in by staff. Participants must report back to the After School Club immediately after the activity ends.
- Participants may attend an extracurricular activity that ends after 6:00 p.m. provided an authorized adult (such as a team coach or team mom) signs the participant out PRIOR to the start of the activity. The individual must be listed on the participant's emergency form. Once the participant is signed out, they become the responsibility of the authorized adult who signed them out.
- Abuse of policy can result in revocation of privileges.

Absent Participant

- Parents/Guardians must notify the After School Club if their child is going to be absent. Parents/Guardians can notify staff that their child is going to be absent by calling their child's After School Club at 2:30 p.m. or they may call the Community Services Department at (310) 618-2930 from 7:30 a.m. to 2:30 p.m.

Communication and Information Updates

- The telephone at the After School Club is for emergency use and for official Club business only. The phone line must be kept open so that After School Club staff can be reached in the event of an emergency. Social phone calls to participants will not be allowed.
- Participants will be allowed to use the phone to call their parent/guardian if there is a situation that needs immediate attention.
- If you need to speak to your child, call the site, not the child's cell phone.
- On occasion the After School Club may be required to meet in a different room on campus because the regular room is needed for a school function. When that happens, a notice will be posted on the door to inform you where the participants are meeting. If you call the facility and you don't get an answer, you can page the staff. Pager numbers are listed on the back of the After School Club's calendar.
- Parents/Guardians must notify staff if their address or phone number changes.
- Parents/Guardian should provide their cell phone or pager number on the emergency form to assist staff in contacting you quickly.
- Participants are not allowed to use cell phones while at the program.

Parent/Guardian Behavior

- Any abrasive behavior by a parent displayed towards and After School Club staff member may result in suspension or cancellation of care.
- Parents or guardians are not allowed to discipline or question children who are not their own at the program.
- If a concern arises, please ask to speak with staff.

Separated/Divorces Parents/Guardians:

- Parents/Guardians that are separated or divorced will need to provide copies of a signed court order if there are any restrictions regarding their child. Without a signed court order, staff will be required to release the child to either parent/guardian or whoever they authorize to pick up the participant.
- Staff cannot get involved in personal matters. To avoid putting staff in a difficult situation, please do not share personal information unrelated to the After School Club with staff.
- Staff will not deliver messages between separated/divorced parents/guardians.
- Staff are not allowed to give out copies of After School Club documents (i.e. Accident Reports or attendance sheets). Copies of these forms can be obtained by contacting the City Clerk's office at (310) 618-2870.
- Any issues related to the child will be told to the adult who picks up the participant that day. Separated/divorced parents will need to develop their own method of sharing information.
- Any written material mailed out from the Community Services Department Office will be mailed to the individual that paid for the child's registration.
- Parents/Guardians cannot visit with their child while they are at the After School Club to avoid any disruption of programming and allow participants to remain engaged in the program.
- Parents/Guardians cannot make social phone calls to their child while they are at the After School Club.

Program Rules and Discipline Guidelines and Procedures

Our discipline procedure is very basic and allows children the opportunity to choose a behavior that is most beneficial to their daily experience. When a child makes a committed choice to not follow directions and refuse our methods of discipline, we have lost the ability to provide a good experience for that child. In addition, it causes unnecessary interruptions for other children and staff. We reserve the right to review each disciplinary problem based on the severity. Any participant who brings alcohol, drugs or weapons to the program will automatically be removed from the program without a refund.

The After School Club is designed for children who can function in a recreation setting at a ratio of one staff to ten participants (elementary) and one staff to thirteen participants (middle school). The After School Club staff are trained to handle typical juvenile issues. Staff are not, however, trained to handle participants with extreme behavior problems. The staff to participant ratio prohibits the staff from being able to handle excessive behavior problems. Discipline plays an important role in helping a child develop socially and emotionally and is vital for the child's safety and physical well being. Following program policies and rules provides participants with an atmosphere of support which includes clearly set guidelines therefore, ensures that each participant's experience will be positive.

It is program policy to discuss consequences and discipline of participants with their parent/guardian. We do not share consequences or discipline with other parents/guardians. The City of Torrance Community Services Department has the right to suspend a child from After School Club if they feel the behavior is not conducive to maintaining a safe and wholesome environment, even if it is a child's first offense. A child may be required to be picked up early depending on the severity of rules broken. Refunds will not be given for suspension or expulsions.

After School Club Rules

The After School Club Rules include, but are not limited to the following:

- No physical fighting or intentionally causing physical or emotional harm to anyone.
- No use of profanity or inappropriate comments.
- No inappropriate behavior or gestures. No stealing, cheating or lying.
- No damaging or defacing school, After School Club or personal property.
- Participants must respect After School Club property and supplies.
- Participants must work quietly and stay seated during homework time.
- Participants must listen to directions from staff and respect staff and other participants.
- Participants must stay in assigned areas and keep their hands to themselves.
- Participants must report to the After School Club directly after school.
- Participants must bring their own supplies for homework time.
- Participants should immediately report any conflicts or issues with other participants to staff.
- Cell phones, mp3 players, psp's, portable video games and similar items are not allowed at the After School Program.

Disciplinary Steps

- **Depending on the severity of the offense a participant may be immediately suspended or permanently expelled from the After School Club upon the first offense.**
- **First offense:** Staff will inform participant of the rules that have been broken.
Second offense: If the behavior persists, the child will be asked a second time to discontinue their actions. In addition they may be placed in time out or lose privileges. Time out lasts anywhere from 1 to 15 minutes and requires the child to sit quietly, apart from the group (within

staff view). Staff will notify the parent/guardian. The conversation will be considered notification that your child is at the verbal warning stage.

- **Third offense:** If the same behavior or other disruptive behaviors continue to take place, causing a strain on the flow of activities for other children, a Consequence Form will be issued, and the parent/guardian will be notified by phone. The Consequence Form will indicate what behavior occurred and the consequences associated with the behavior. The information will be discussed with the parent/guardian at pick up. The parent/guardian and participant will be required to sign the form indicating receipt of the notification of the incident. A child may be required to be picked up early depending on the severity of rules broken. If your child receives a Consequence Form, it will become part of their permanent file. It will carry over year to year. If your child was on probation through the end of the program, that probation will carry over to the next year.
- **Fourth offense:** If there are further incidents, the participant will receive a suspension or expulsion from the program. The length of the suspension will be based on the severity of the offense. The participant will not be allowed to return to the program until the parent/guardian speaks with a Supervisor. The Supervisor will then grant or deny approval for the child to return to the program. Upon returning to the program, the participant will be placed on probation for the remainder of the program. If there are further incidents, the participant will be permanently expelled from the After School Club Program and will not be eligible to sign up again in the future. Parents/Guardians will not receive a refund if their child is suspended or expelled.

If your child receives a Consequence Form, it will become part of his or her permanent file. It will carry over year to year. If your child was on probation through the end of the year, that probation will carry over to the next year. After School Club staff will not share the consequences of a child with other parents/guardians. Depending on the severity of the offense, a participant may be immediately suspended or permanently expelled from the program upon the first offense. Physical assault, threats, fighting, possession of any type of item which may injure or harm anyone, theft and vandalism will not be tolerated. Any violation can result in expulsion.

When a Child Verbally Refuses to Sit in Time Out

- Staff will give the child two options: Either sit down for time out, or have staff contact their parent/guardian so they can be picked up.
- If the child chooses to have their parent/guardian called, a staff or Specialist will contact the parent/guardian and ask them to pick up their child from the program. Depending on the behavior, the child may not be able to return to the program for a specific period of time.

When a Child Continually Displays Inappropriate Behavior

- Verbal warnings are given, general policy is followed and a staff person will have an informal meeting with the parent/guardian to discuss the problems. In order for participation in the program to continue, the child must choose to improve their behavior.
- A child who does not adhere to the program guidelines and continues to be disruptive, even after the parent/guardian has been informed, they will either be suspended or removed permanently from the program.

When a Child is Caught Fighting

If a child is involved in a physical fight with another child or staff, the parent/guardian will immediately be called to remove their child from the program and may be subject to disciplinary action.

Bullying

Bullying is any intentional hurtful act, committed by one or more persons against another. Types of bullying include, but are not limited to, physical, verbal or relational. Bullying will not be tolerated. Any camper who is found bullying another camper will receive a time-out and a parent/guardian conference on the first offense. A second offense for bullying is grounds for suspension.

Verbal/Physical Intervention

Staff has a responsibility to maintain a safe and orderly environment for the public, program participants and for themselves while in City programs and at City facilities. In situations where harm might come to a member of the public, program participants or to staff themselves, staff is expected to intervene when they can and/or feel appropriately safe to do so. In the event staff does not feel safe, they are expected to contact the proper authorities (i.e. a supervisor, a Park Ranger or Police Officer) immediately so that appropriate action can be taken.

If a situation is escalating, or is occurring, staff is expected to *verbally* intervene when possible. If they feel safe to do so or as stated above, they will contact the proper authorities. Staff should **NOT** put their hands on a child or on any program participant or member of the public. However, in a situation where physical intervention is immediately necessary (i.e. to keep a child program participant from hurting themselves or another person), staff may physically intervene, only when absolutely necessary, to prevent program participants from harming themselves or others. If a situation such as this occurs at the program, the parent guardian will be contacted immediately.

Sick Participants and Medication Policies

Sick or Injured Participants

If your child is exhibiting any sign or symptoms of illness, please be considerate to others by keeping your child at home. Consult a physician to determine if your child's symptoms are contagious and when they should return to the program.

- Our programs are not set up to handle sick children. If your child becomes ill (especially with, but not limited to fever or vomiting), you will be contacted to come and pick up your child immediately. If you cannot be reached, we will contact someone on your authorized list.
- Keep your phone number and emergency contact numbers up-to-date.
- If your child receives a minor injury, such as a scraped knee, the staff will administer basic first aid (i.e., wash injured area and provide a Band-Aid) and will inform you of the incident when you pick up your child.
- If your child receives a more serious injury, staff will take whatever steps are necessary to obtain emergency medical care if warranted. These steps may include, but are not limited to, the following:
 - Attempt to contact a parent/guardian to inform you and to give you the opportunity to take your child to a physician.
 - Attempt to contact you through any person listed on the Participant Emergency Form.
 - If we cannot contact you, or your child needs immediate attention, we will call 911.
- Please do not send your child to the program if they have lice or chicken pox. If staff observe lice in a child's hair or chicken pox, the parent/guardian will be called to pick up the child. A letter will be sent to all parents/guardians notifying them of possible exposure to lice and/or chicken pox.

Medication Policy

The City of Torrance Community Services Department has established a Student Medication Policy for parents/guardians, participants and staff to follow when a participant needs to take medication during the program. This policy is for participants that are able to administer their own medication. Parents/guardians will need to submit the completed forms prior to the child's first day in the After School Club. The Medication Policy is available online (www.TorranceCA.Gov/AfterSchool), at the program site and at the Recreation Division Office.

Severe Allergy Medication Policy

The Department has established a separate Severe Allergy Medication Policy for dealing with participants with severe allergies. A "Severe Allergy" is defined as an allergy that would pose a life threatening danger without immediate medical assistance. "Immediate" is defined as the need for assistance in less time than it would take for the paramedics to arrive. Parents/guardians will need to submit the completed forms prior to the child's first day at the After School Club. The Severe Allergy Medication Policy is available online (www.TorranceCA.Gov/AfterSchool), at the program site and at the Recreation Division Office.

Financial Information

Fees

Participants can pay in full for the school year or participate in the payment plan:

- First Payment: \$455/\$520 due with application. Covers Sept. 6 – Nov. 29, 2013.
- Second Payment: \$455/\$520 due Nov. 13, 2012. Covers Dec. 2, 2013 – March 14, 2014.
- Third Payment: \$455/\$520 due March 4, 2013. Covers March 17 – June 19, 2014.

Payments

- Payments must be received by the established deadlines. Payments cannot be given to the After School Club staff or the school office and must be made at the Community Services Department Registration Office, 3031 Torrance Blvd. Torrance, CA 90503 (310) 618-2720.
- Participants will lose their space in the program if payments are not received by the due date. No extensions. Full payment must be made at the same time if it is from two sources.
- Payments can be made with cash, check, money order or credit card (Visa, MasterCard, American Express or Discover).

Late Fees

- The Club ends at 6:00 p.m. A late fee will be charged beginning at 6:01 p.m. The clock at the facility will be used to determine the time. The late fee is \$10.00 for every 15 minute interval or portion thereof that you are late picking up your child. For example: Arrivals 6:01 p.m. to 6:16 p.m. are \$10.00, arrivals 6:17 p.m. to 6:32 p.m. are \$20.00.
- Late fees will be charged per participant. You will be invoiced for the late fees. You will be required to sign and date the late pick up form.
- If a participant is picked up late on three occasions, it will be grounds for suspension from the program until arrangements can be made to ensure that the child is picked up by 6:00 p.m. Once the participant returns to the program, if they are picked up late again, the participant will be expelled from the program.

Returned Checks

- If your check does not clear due to insufficient funds, you will be charged a \$25.00 bounced check fee. The bounced check fee and the registration fees must be paid in person at our Finance Department within two business days. Payment must be cash, money order or credit card only (Visa, MasterCard, American Express or Discover).
- If payment is not received within two business days, your child will not be allowed to attend the program until fees are paid.
- Once a check is written to the City, you are obligated to pay the money. Even if you decide to cancel your enrollment in the program, you must pay the bounced check fee and the registration fee. After fees have been paid, we will process a refund. The refund will be prorated from the day the bad check is cleared.
- If your check does not clear due to insufficient funds on two occasions, you will lose check writing privileges.

Tax ID Number

- The City's Tax ID Number is 95-6000803. This is also located on your receipt. After School Club staff are not allowed to sign any documents for reimbursement from employers. Please contact the Registration Office at (310) 618-2720 to obtain any signatures required for reimbursement.

Refund Policy

- Requests for refunds must be made in writing. A letter requesting a refund must be sent to:
City of Torrance Community Services Department
Attn: Kenny Kelso
3031 Torrance Boulevard
Torrance, CA 90503
Fax: (310) 781-7598
Email: KKelso@TorranceCA.Gov
- An administrative fee of 20% not to exceed \$25.00 will be deducted from all refunds. Please allow 4 to 6 weeks for refunds. Refunds will be prorated based on the day written notification is received.

Parent/Guardian Communication

Communication and Information Updates

- The telephone at the After School Club is for emergency use and for official Club business only. The phone line must be kept open so that After School Club staff can be reached in the event of an emergency. Social phone calls to participants will not be allowed.
- Participants will be allowed to use the phone to call their parent/guardian if there is a situation that needs immediate attention.
- If you need to speak to your child, call the site, not the child's cell phone.
- On occasion the After School Club may be required to meet in a different room on campus because the regular room is needed for a school function. When that happens, a notice will be posted on the door to inform you where the participants are meeting. If you call the facility and you don't get an answer, you can page the staff. Pager numbers are listed on the back of the After School Club's calendar.
- Parents/Guardians must notify staff if their address or phone number changes.
- Parents/Guardian should provide their cell phone or pager number on the emergency form to assist staff in contacting you quickly.
- Participants are not allowed to use cell phones while at the program.

Parent/Guardian Behavior

- Any abrasive behavior by a parent displayed towards and After School Club staff member may result in suspension or cancellation of care.
- Parents or guardians are not allowed to discipline or question children who are not their own at the program.
- If a concern arises, please ask to speak with staff.

Staff and Participant Interaction

Staff members are not allowed to contact participants outside of program activities. This includes, but is not limited to letters, emails, social networking sites (myspace.com, facebook.com, twitter.com, etc.), telephone calls, text messages and visits. Staff members may not baby-sit, transport or walk home any program participants. Please do not put staff in an awkward position by asking them to baby-sit, transport or walk your child home.

Visitation

At the After School Club, we have an "open door" policy for the parents/guardians of all participants; however, a large part of the program experience is developing a sense of independence, and this can be disrupted by visits. We do request that parents/guardians notify staff one day in advanced if they are going to be visiting by calling the Specialist and setting up a time. Excessive visits may be denied. For safety reasons, we require that parents/guardians also check in with the Specialist upon your arrival. This policy is also the same on field trip days.

After School Club Frequently Asked Questions

Can I bring snacks for participants at the program?

Yes. Parents are encouraged to bring items for special events or parties. There are some guidelines that must be followed:

- The treats must be store bought and in the original unopened package.
- You must make prior arrangements with the site Specialist.
- You must bring approved items only. The Specialist can give you additional information.

Can I give staff a cash contribution towards a party at the site?

No. If you would like to donate funds towards the After School Program you can send a check, payable to the City of Torrance, to the address below:

City of Torrance Community Services Department
3031 Torrance Blvd., Torrance, CA 90503
Memo line: After School Program Donation (name of school)

Can staff accept gifts?

No. We discourage our staff from accepting personal gifts. Cards or thank letters can be accepted.

Can a staff member drive my child home if I give them permission?

No. Staff are not allowed to transport participants in their private vehicles or walk them home.

I no longer want a person on my emergency form to pick up my child. Can I make changes?

Yes. Ask staff for your child's emergency form, and draw a single line through the person's name. Put your initials and the date next to the correction.

I need to get a form signed so that I can be reimbursed by my employer. Can After School Club staff sign the form?

No. Staff are not allowed to sign any documents. Please call the Registration Office, (310) 618-2720.

If my child has an activity off campus, can I take him to it, then bring him back to After School Club?

No. Once a participant is checked out of the program, he or she is not allowed to return that day.

Can I bring my child to the After School Club later in the day if checked him/her out of school early for a doctor's appointment?

No. Participants are only allowed to attend the program if they are signed in at school. If a child is signed out with the school for the day, they will not be eligible to attend the program that day.

Can I hire a tutor to work with my child during homework time?

No. Our program is not set up to handle private tutoring lessons at the After School Club site.

Can I get copies of attendance sheets or an Accident Report?

Yes. You can request a copy by contacting our City Clerk's Office at (310) 618-2870.

I don't want my child to do his homework at the program. Can he go outside and play instead?

No. Homework time is designated as quiet, educational time. This is also the time that we set aside for staff to assist participants with their homework. You are welcome to send other educational material for him or her to work on during this time.

Will the staff tutor my child during homework time?

No. Our ratio prevents us from individually tutoring participants.

I don't want my ex-husband's girlfriend picking up my child. Can I prevent this from happening?

Yes. If you have a court order that gives you sole custody of the child, you can decide who picks up your child. If you have joint custody, your ex-husband can decide who he wants to pick up his child.

What happens if a participant tells the staff that their parent/guardian is harming them?

Our staff are mandated reporters of child abuse. If we have a suspicion that a child is being abused, then we are required to report it.

What options do I have for care during Winter, Spring and Summer breaks?

The Department offers a number of alternatives.

- We offer several Day Camp Programs. There is a weekly charge for the program. Information can be found in the Torrance Seasons, at our website www.TorranceCA.Gov/DayCamps, or you may contact the Registration Office at (310) 618-2720 for more information.
- We offer a free non-custodial drop-in Park Program at thirteen park facilities. Information can be obtained in our class directory, the Torrance Seasons at our website www.TorranceCA.Gov/Parks or by calling the Community Services Department at (310) 618-2930.
- The Department offers a variety of youth athletic programs and cultural classes. There is a fee charged. Information can be found in the Torrance Seasons or at our website www.TorranceCA.Gov.

Can my child bring a cell phone to the After School Club?

No. Cell phones are not allowed to be used at the After School Club.

Can my child use the phone to call me?

Yes. The phone is for emergencies and official After School Club business only. Participants will be allowed to use the phone if they have an emergency.

Can my child bring a friend to the Club to hang out with him?

No. Only registered participants are allowed at the After School Club.

Can participants hang out at the After School Club after they have been signed out?

No. Once a participant has been signed out of the program, they are no longer allowed to participate.

What steps do the After School Club staff take if they have a missing child?

The following steps are taken:

- We check the school attendance sheet to see if the child was at school, and if so, if they were signed out by a parent/guardian.
- If the participant is not listed as absent, or was not signed out by a parent/guardian, staff will ask their classmates if they saw the participant. Staff will also check the participant's classroom and the campus.
- If the participant cannot be located, staff will contact the parent/guardian and/or individuals listed on the emergency form to see if they picked up the child after school.
- If the child cannot be found, staff will contact the Torrance Police Department.

Note:

- If a participant leaves the school grounds without permission, they may be suspended or expelled from the After School Club.

- When a participant is missing, it takes staff's attention from their primary duties. As a result, the other participants suffer. This is why it is extremely important that parents or guardians notify us if their child is going to be absent.

What happens if I move after I enroll in the After School Club?

Parents/Guardians are asked to keep us informed about changes in address or phone numbers. Depending on where you move, the following will happen:

- If your current school is still the home school for your new address, you will simply need to provide us with proof of your new residency.
- If you move outside of the City of Torrance, you will need to contact the school district at (310) 972-6500 regarding getting a permit to stay at the school. If you are allowed to stay at the school, you will be required to pay the non-resident fee for any future payments.
- Each school has an established boundary. If your new address is outside of those boundaries, then you will be required to transfer schools. If you do not want to transfer schools, you will need to contact the school district to inquire about getting an inter-district permit.
- If you are not granted an inter-district permit, or you do not want to stay at your current school, you can request to transfer to the After School Club at your child's new school.
- If we have a Club at your child's new school and if there is an opening, then we will honor the transfer.
- If the After School Club at your new school is full, you will be added to the waiting list. Your child will only be allowed to transfer to the program if someone currently in the program at that school cancels and it is their turn on the wait list.
- Your child will not be eligible to continue in the After School Club, as participants are only eligible to participate in the After School Club at the school they are enrolled in.
- If circumstances do not permit your child to continue in the program, you will receive a prorated refund. An administrative fee of 20% with a maximum of \$25.00 will be deducted from all refunds.

If my child receives a Consequence Form, will it be placed in their permanent file?

Yes. The Consequence Forms are kept and can be used to determine future disciplinary actions. For example, if your child received previous Consequence Forms for hitting other participants (if they start the next school year and start hitting other participants), we will not go through the traditional steps of verbal warnings and time outs. Since we have previously explained the rules and given chances the year before, we will issue a Consequence Form and appropriate discipline.

If my child is expelled from the program, is he or she eligible to come back to the After School Club the following year?

No. Participants are only expelled from the After School Club for gross behavior problems or major situations. As a result, the participant is not eligible to return to the program again in the future.

What will happen if I do not notify the After School Club that I have moved?

Failure to notify the program that you have moved is grounds for expulsion from the program.

What happens if I can't make my payment by the due date?

If payment is not received by the due date, the participant will be dropped from the program. Participants on the waiting list will be offered the opportunity to register. If a space is still available when you secure the funds to make a payment, you will be allowed to re-register. If no spaces are available, you will be given the opportunity to be added to the waiting list. You will not receive priority over others on the waiting list.

After School Club Program Parent/Guardian and Participant Agreement

We, have read, discussed and understand the After School Club Parent/Guardian and Participant Handbook. By signing this Participant Agreement, we agree to adhere to all policies and procedures detailed in the After School Club Program Handbook.

As a parent/guardian, I agree to:

- Read the posted calendar, memos, notices and other important information that is distributed.
- Keep staff informed about a change of my phone number or address for myself and the people listed on my emergency form.
- Allow time for staff to talk to me about my child when I pick them up at the end of the day.
- Inform the staff if something is unsatisfactory or concerning.
- Inform staff about changes in my child's life that may affect their behavior at the site.
- To give suggestions of effective means of dealing with my child's negative behavior at the site.
- To identify relevant situations that my child may share with me (the parent/guardian), but didn't share with After School Club staff.
- Not question or discipline any
- Any abrasive behavior by a parent displayed towards any staff member may result in suspension or cancellation of care. Parents/Guardians may not discipline children who are not their own.

As a participant, I agree to:

- Have fun at the After School Club.
- Give staff ideas about fun things they want to do at After School Club.
- Tell staff if I am having problems with another participant immediately.
- Tell staff if I get hurt.
- Follow all After School Club rules. (After School Club rules are listed on page 9.)

Child's Printed Name

Date

Parent/Guardian Printed Name

Parent/Guardian Signature

Please keep this page for your records.

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Date

Parent/Guardian Printed Name

Parent/Guardian Signature

Please turn this page in on the first day of the After School Club.